



2 January 2019

University of Mississippi Medical Center

Heidi Hutchings Shoemake
Director of Academic Technology and Communications
2500 North State Street
Jackson, MS 39216

Dear Ms. Shoemake,

I'm writing to provide the following information in support of a sole source justification for the Kuali Research software.

- Kuali is the only research administration & compliance software company offering a continuously delivered SaaS solution that can directly respond to customer requests by improving the product, quickly fixing issues, or adding features. The company typically updates the SaaS product 2-3 times per week.
- Kuali Research source code is copyright by Kuali, Inc. and released by the company under an open source license. This gives UMMC a unique risk mitigation option. If UMMC decides to terminate their SaaS subscription with the company, they can take the software and their data to either run locally on campus, or contract with a technology hosting firm to support.
- Kuali is the only company developing the baseline Kuali Research product with the official Kuali Research Community (KRC), providing UMMC with the unique opportunity to interact with this community for system and business process best practices information.
- Only direct Kuali customers, such as UMMC, have influence on product direction. (i.e. can get support for fixing software issues, can make requests for product enhancements, etc.)
- Kuali SaaS includes multiple centers across two geographically distributed data centers in the United States (east and west coasts) and one in Canada*, to allow for the best customer experience possible. Your data is safely and securely replicated across

regions and tested for quick Disaster Recovery. Our recovery point objective (RPO) is 60 minutes, and our recovery time objective (RTO) is 12 hours.

Please let me know if any other information is needed.

Sincerely,

DocuSigned by:

Kathleen C Foster

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Kaci Foster

General Manager, Enterprise Solutions

Kuali